

# The Pipeline

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## Telephone Etiquette: It's Just Good Manners

*Make a favorable first impression*

If you've ever picked up the phone to find a very angry person on the other end because he or she has already been transferred numerous times, you know how important telephone courtesy can be.

When you're unsure who can help after listening to a caller's problem, stay on the line while you find out, or get the caller's number and call back when you have the information. Please avoid transferring callers to another number because you don't know what else to do with them.

Callers who feel they're being given the runaround may not only be left with a bad first impression – which can't easily be overcome – but they often become justifiably angry. That means one of your co-workers is going to be left with the stressful task of dealing with a caller in a very bad mood.

Make every effort to treat callers even better than you want to be treated when you call a business with a problem. Because employees of CFC and CHS are in the business of helping people, usually during times of major hardship and tragedy, we are rightfully expected to go the extra mile when someone calls and asks for help. ❖

PIPELINE, a weekly newsletter for employees of the Cabinets for Families and Children and Health Services, welcomes reader comments and contributions. Items for publication are due by 4:30p.m. Tuesdays. Items for announcements are due by 4:30p.m. Mondays. Editor/designer: Margaret Davis Harney.

E-mail

Margaret Davis Harney,  
<mailto:Mdavis3@state.ky.us>

Phone

502-564-6786

Address

Communications, CHR 4C-A

Web Site

<http://cfc-chs.chr.state.ky.us/>

## The Need for Volunteer Mentors Continues

*Train during the summer for 1998-99 school year*

There were a total of 45 mentors and 60 children in the program known as Special Friends by the end of the 1997-98 school year, but more than 100 children were left on the waiting list.

Even though school is out for the summer, now is the ideal time to sign up to help one or more of those waiting children. By the time school starts in the fall, you can have your required training and records checks completed, and be ready to help a child make 1998-99 a successful school year.

For more information, call Ronnie Dunn at 564-7770. ❖

## The Influence of Color

Use the influential power of color the next time you set up a meeting or prepare a report or proposal.



Red or yellow table coverings and accessories help energize an audience. Burgundy and green are second best.

The June 1998 issue of "Communication Briefings" provided the following suggestions for reports from an article by Morey Stettner in "Investor's Business Daily."

- Use black ink on a yellow background for a report cover. Yellow is the first color the eye sees, and yellow and black scores highest for memory retention, according to a Pantone Color Institute study.
- To appeal to the "gray flannel suit" type managers, print your report on gray paper with black letters.
- If your report contains a lot of bad news, select calming colors – cobalt blue, violet or forest green.

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## Notes and Activities

- Communications has a **new phone** system, complete with voice mail. The main number is still 564-6786 and extensions are: Cary Willis, 3322; Margaret Davis Harney, 3323; Pam Fries, 3324; Patricia Loman, 3320; Barbara Hadley Smith, 3325; Kim Saylor Brannock, 3326, and Gil Lawson, 3327.
- Friends of Margaret Hankins are invited to her **retirement reception** July 24 at First City Complex, 1-3 p.m. Contact Beth Gravett, 564-2285, ext. 414.
- Employees of CFC and Health Services may now obtain **Training Forms** from the Internet, which may be completed and printed out to request training classes offered by Governmental Services and DIS. CHS employees should use the form at <http://cfc-chs.chr.state.ky.us/chs/trmb/distreq.doc>. CFC's form is at <http://cfc-chs.chr.state.ky.us/cfctreq.doc>. Submit forms to Sandra Diebold, CHS, or Susan Noland, CFC.
- **T-shirts with the CFC logo** are now available, with all proceeds going to charities. The cost is \$10 - \$11 for extra large sizes. To order, call Debbie Armstrong at 564-7770. If you have already placed an order, Debbie will get your shirt to you this week.
- Cookie Whitehouse of CFC's Office of Program Support is compiling a new **directory of staff and phone numbers**. Request a copy or offer suggestions by e-mail or call 564-3106.
- Briefings on **CFC's restructuring** will be held each Thursday at 2 p.m. in the CHR Cafeteria, unless a scheduling conflict arises.
- A support group for **Adult Victims of Child Abuse** is being held at the Sunshine Center on the 2<sup>nd</sup> and 4<sup>th</sup> Thursday s of every month, 7-8 p.m. For information, call the Sunshine Center at 875-3495.
- Remember to nominate a **CFC Employee of the Month**. Contact Charlene Nation, 564-7770.
- Staff at First City Complex will hold a yard sale in front of the building July 30, 10 a.m. – 2 p.m. All proceeds will go to **Kentucky Employees Charitable Campaign**. Contact Bonnie Cox at 564-5028 for more information. ❖

## Personnel Actions

The Personnel Cabinet has processed most personnel actions changing permanent part-time employees who work over 100 hours per month to permanent full-time employees. The actions were effective July 15.

Cheryl Thompson of CFC's Office of Program Support said that office has received several calls from former part-time employees who are upset because they are still being paid on an hourly basis. The employees are "full -time," she said. They're just paid hourly, rather than a salary typically paid to full time staff. In addition, they will not "miss out" on any salary increases available only to "full-time" employees, as many fear.

Thompson said the decision of the Personnel Cabinet to leave former part-time employees at an hourly rate of pay was not meant to slight them in any way. "It was done for simplicity's sake and we will convert the salaries in the near future," she said.

CFC did not have control over the way actions concerning former part-time employees were processed, Thompson added. The changes were done by a list generated by the Personnel Cabinet, and all part-time employees given full-time status were left at the hourly pay rate. She said CFC has decided that, in the long run, it will be easier for CFC Personnel if all permanent full -time employees are paid a salary, rather than at an hourly rate.

"We will process actions to change from hourly to salary, hopefully in September when we have all these other personnel actions (from CFC restructuring) behind us," Thompson said. ❖



## In this Week's News Files

Communications mails news releases to news media outlets throughout the state nearly every week. The releases may concern general information on programs available through the Cabinets for Families and Children and Health Services, or news on the latest developments on issues important to the health and well being of Kentuckians. They are also posted on the Internet at [http://cfc-chs.chr.state.ky.us/media\\_releases/media.htm](http://cfc-chs.chr.state.ky.us/media_releases/media.htm).

Check out the site for information on lead poisoning, child support, the state's oldest workers, how to choose